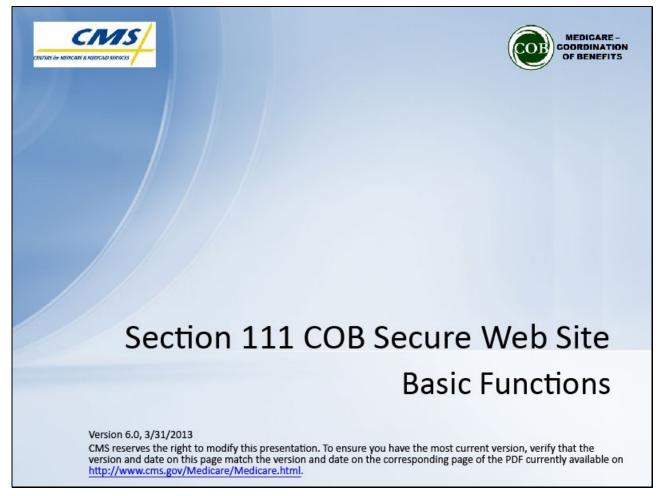
# Slide 1 - of 53



#### Slide notes

Welcome to the Section 111 Coordination of Benefits Secure Web Site (COBSW) Basic Functions course.

Slide 2 - of 53

# Disclaimer

While all information in this document is believed to be correct at the time of writing, this CBT is for educational purposes only and does not constitute official CMS instructions for the MMSEA Section 111 implementation. All affected entities are responsible for following the instructions found at the following link: http://www.cms.gov/MandatoryInsRep.

Slide notes

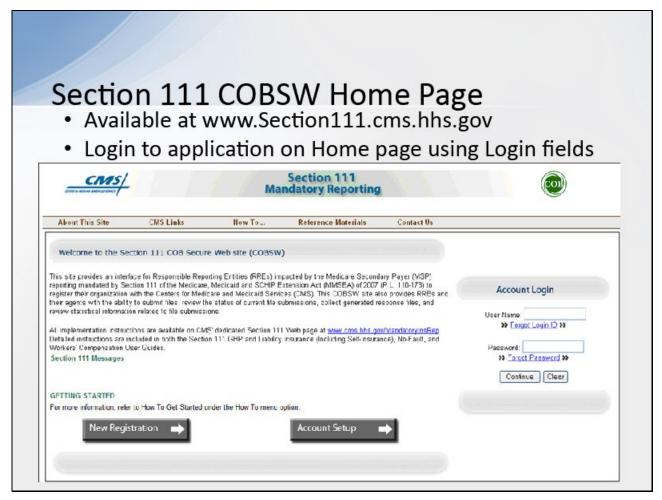
# Slide 3 - of 53

# Course Overview • Section 111 COBSW Login/Logout Procedures • Basic functions available from the Home page

# Slide notes

This course provides an overview on the Section 111 COBSW Login/Logout procedures and some of the basic functions available to Responsible Reporting Entities (RREs) from the Home page.

#### Slide 4 - of 53



#### Slide notes

The Section 111 COBSW Web site URL is www.Section111.cms.hhs.gov <a href="http://www.section111.cms.hhs.gov/">http://www.section111.cms.hhs.gov/>.

Once you have completed the New Registration and Account Setup steps and obtain a Login ID for the Section 111 COBSW, you may begin using the application.

#### Slide 5 - of 53

# Section 111 COBSW Home Page

- RREs will login using Login fields to
  - View the RRE Listing page
  - Perform an action for the RRE ID
  - Change a Password
  - Update personal information
- RREs who are unable to login because of a forgotten Login ID or Password may
  - Retrieve their Login ID, or
  - Retrieve their Password

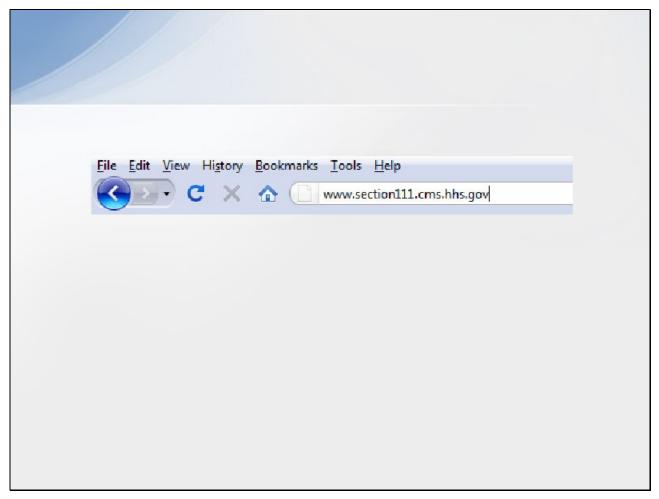
#### Slide notes

In order to perform the following basic functions, RREs must first login to the Section 111 COBSW using the Login fields displayed on the right side of the Home page:

view the RRE Listing Page (Home page), perform an action for an RRE ID, change a Password or update personal information. RREs who are unable to login because

they have forgotten their Login ID or Password will use the Section 111 Home page to retrieve this information.

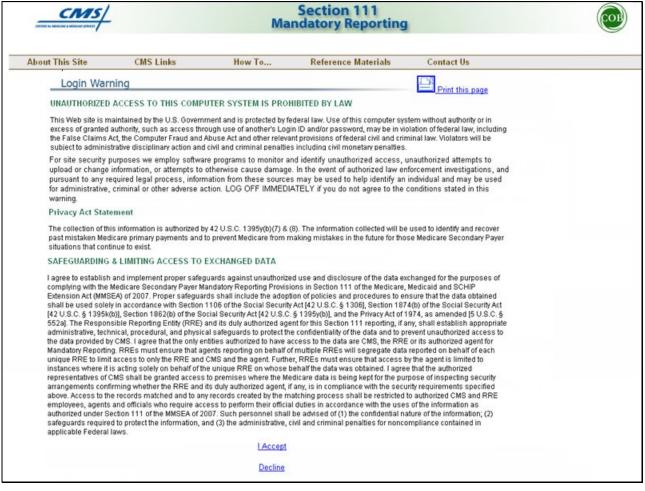
# Slide 6 - of 53



# Slide notes

Enter the following URL into your web browser: www.section111.cms.hhs.gov

#### Slide 7 - of 53



#### Slide notes

The Login Warning page displays, detailing the Data Use Agreement (DUA).

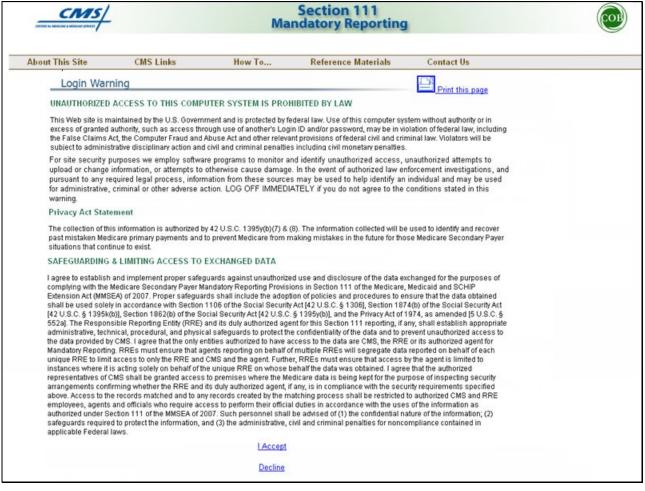
#### Slide 8 - of 53



#### Slide notes

The Login Warning page may be printed by clicking the Print this page link in the upper right corner of the page.

#### Slide 9 - of 53



#### Slide notes

Review the Data Use Agreement. To proceed, click the I Accept link.

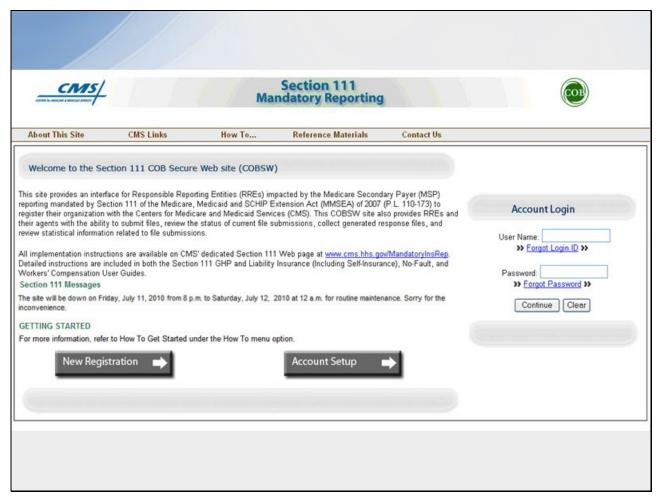
# Slide 10 - of 53



#### Slide notes

The Section 111 COB Secure Web site Login page displays.

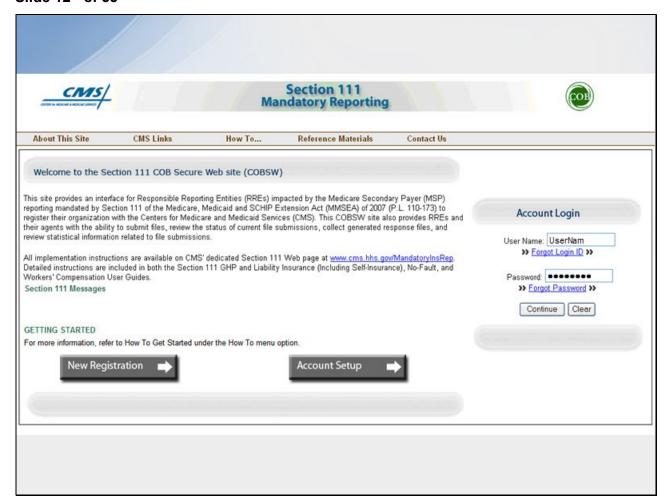
# Slide 11 - of 53



#### Slide notes

The Section 111 Messages area of the Login page may contain important system messages.

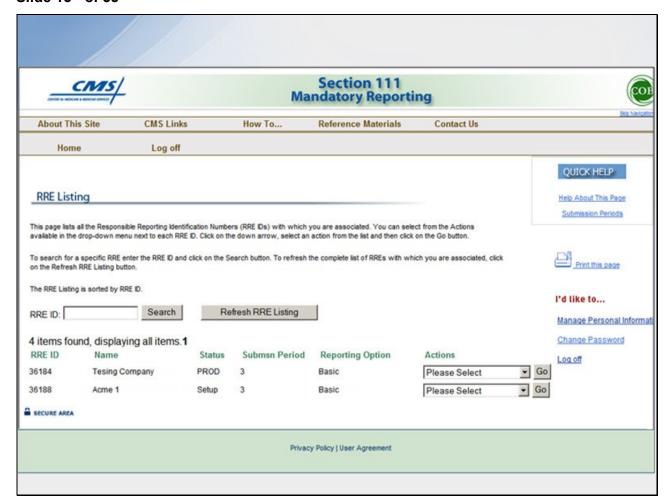
# Slide 12 - of 53



#### Slide notes

Enter your Login ID in the User Name field and your Password in the Password field, and click Continue.

# Slide 13 - of 53



#### Slide notes

The RRE Listing page displays. You will learn more about this page later in this course.

# Slide 14 - of 53

# Forgot Login ID

- Use Forgot Login ID function
- · Enter E-mail address
- · Correctly answer security questions
- Login ID E-mailed
  - Contact EDI Representative if not E-mailed within 24 hours

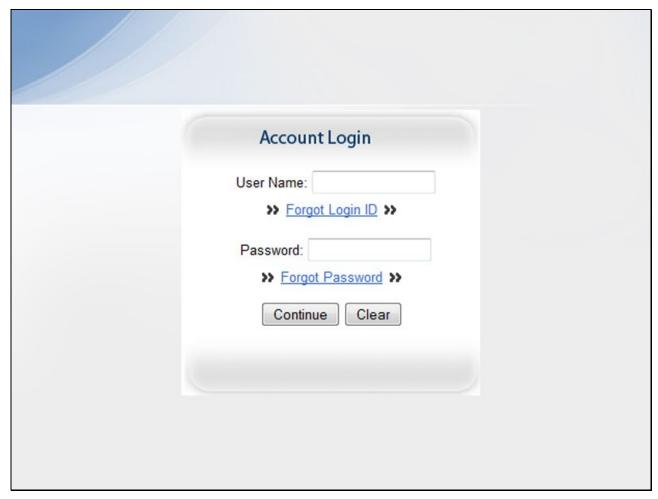
#### Slide notes

If you forget your Section 111 COBSW Login ID, you may click on the "Forgot Login ID" function under the Account Login box on the Home page.

The system will request that you enter your E-mail address and answer the security questions provided during registration. After correctly answering the questions,

your Login ID will be sent to you via E-mail. If you do not receive your E-mail within 24 hours, please contact your assigned Electronic Data Interchange (EDI) Representative.

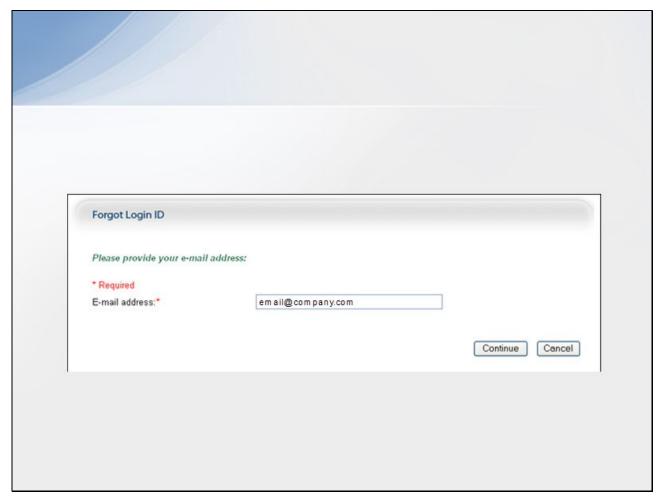
# Slide 15 - of 53



# Slide notes

On the Login screen, click the Forgot Login ID link in the Account Login box.

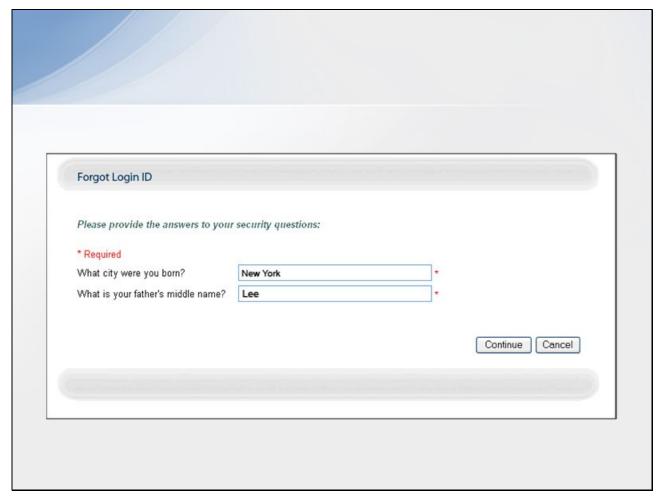
# Slide 16 - of 53



# Slide notes

This displays the Forgot Login ID page. Enter your E-mail address and click Continue.

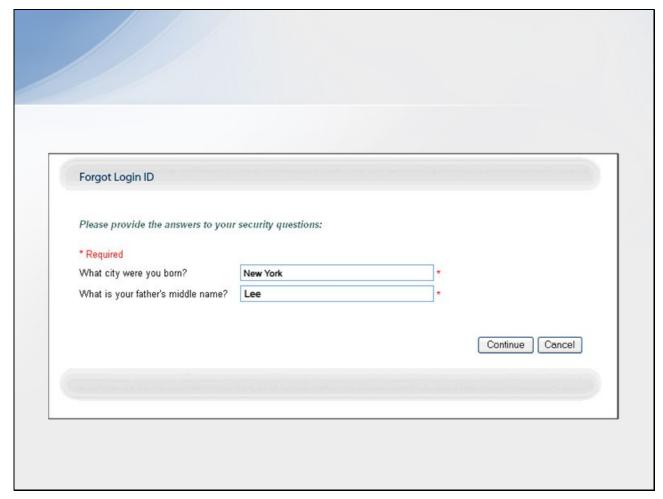
# Slide 17 - of 53



# Slide notes

The screen then re-displays with the two Security Questions you selected during the registration process. Correctly answer each of your pre-selected Security Questions and then click the Continue button.

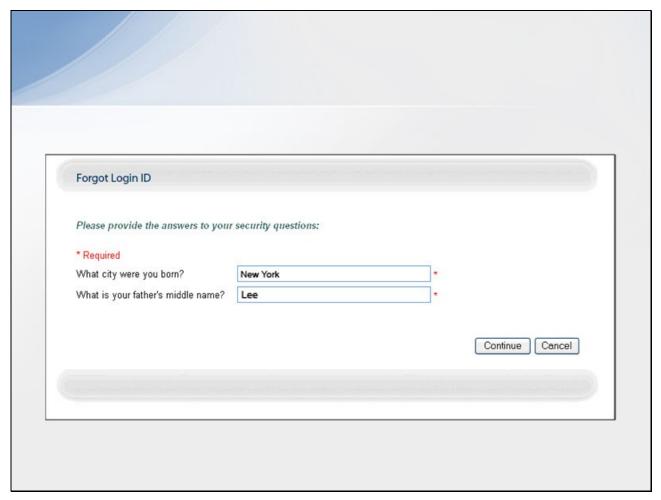
# Slide 18 - of 53



# Slide notes

If the information you entered is correct, your Login ID will be sent via E-mail.

# Slide 19 - of 53



#### Slide notes

If you receive an error indicating that the answers are incorrect, check your answers and re-enter the corrected values. If you cannot remember the answers to your Security Questions, contact your assigned EDI Representative.

#### Slide 20 - of 53

# Thank You

You have successfully requested your Login ID for the Section 111 COB Secure Web site (COBSW).

#### **NEXT STEPS**

You will receive and E-mail once your Login ID request is processed. The E-mail will contain your Login ID.

Please note: The E-mail message will be sent from a notification-only address that cannot accept incoming E-mail. Please do not reply to it.

If you do not receive your E-mail within 24 hours, please contact your assigned EDI Representative or call the COBC EDI Department at 646-458-6740. EDI Representatives are available to assist you Monday through Friday, excluding Federal holidays, from 9:00 a.m. to 5:00 p.m. Eastern Time.

Section 111 Home

#### Slide notes

The Thank You page displays if your answers are correct. This page confirms that you have successfully requested your Login ID.

#### Slide 21 - of 53

# Thank You

You have successfully requested your Login ID for the Section 111 COB Secure Web site (COBSW).

#### **NEXT STEPS**

You will receive and E-mail once your Login ID request is processed. The E-mail will contain your Login ID.

Please note: The E-mail message will be sent from a notification-only address that cannot accept incoming E-mail. Please do not reply to it.

If you do not receive your E-mail within 24 hours, please contact your assigned EDI Representative or call the COBC EDI Department at 646-458-6740. EDI Representatives are available to assist you Monday through Friday, excluding Federal holidays, from 9:00 a.m. to 5:00 p.m. Eastern Time.

Section 111 Home

#### Slide notes

You will then receive an E-mail containing your Login ID. After receipt of the E-mail, please return to the Section 111 COBSW and login using your Login ID and Password.

#### Slide 22 - of 53

# Forgot Password

- Use Forgot Password function
- Enter Login ID
- Correctly answer security questions
- Temporary Password E-mailed
  - Contact EDI Representative if not E-mailed within 24 hours

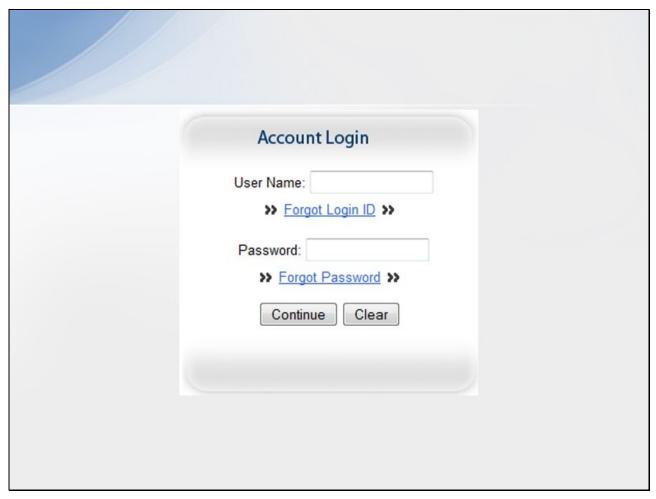
# Slide notes

If you forget your Section 111 COBSW Password, you may click on the "Forgot Password" link under the Password box on the Home page. The system will request

that you enter your Login ID and answer the security questions provided during registration. After correctly answering the questions, your temporary Password will

be sent to you via E-mail. If you do not receive your E-mail within 24 hours, please contact your assigned EDI Representative.

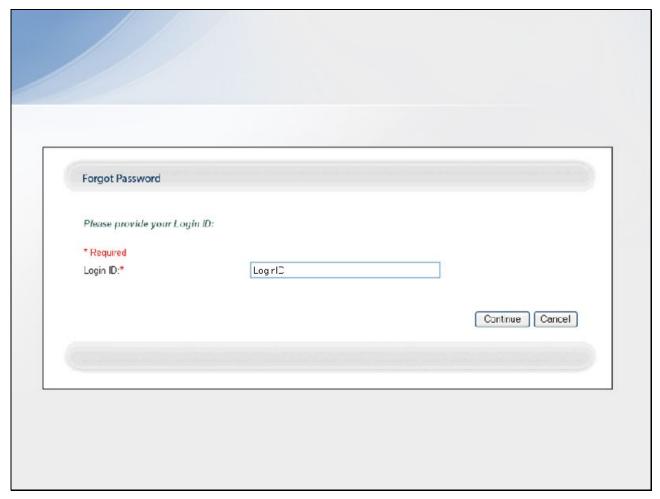
# Slide 23 - of 53



# Slide notes

On the Login screen, click the Forgot Password link under the Password box on the Home page.

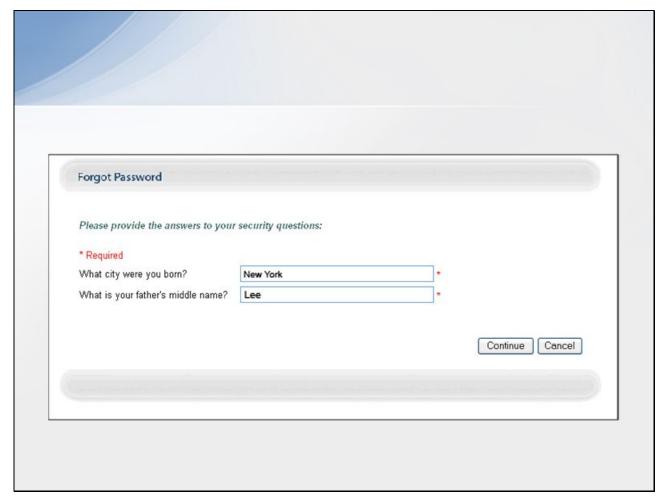
# Slide 24 - of 53



# Slide notes

This displays the Forgot Password page. Enter your Login ID and click Continue.

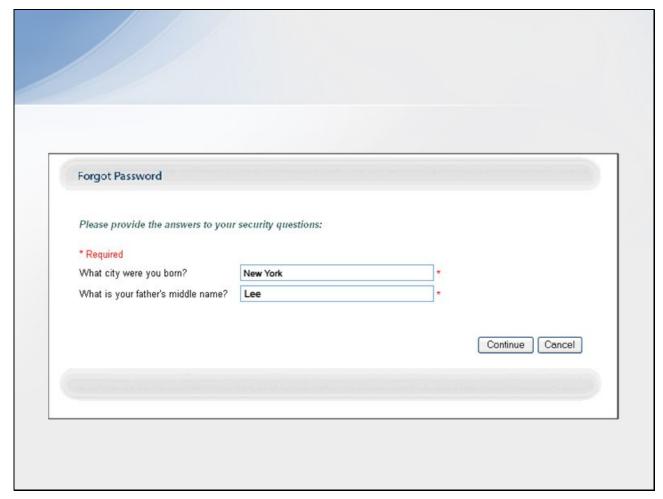
# Slide 25 - of 53



# Slide notes

The screen then re-displays with the two Security Questions you selected during the registration process. Correctly answer each of your pre-selected Security Questions and then click the Continue button.

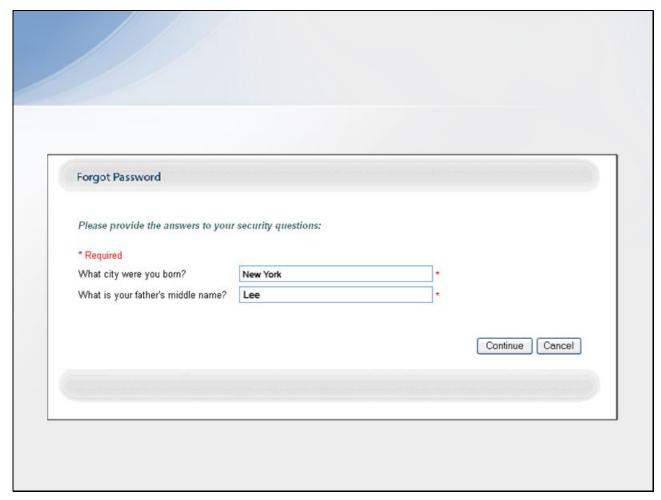
# Slide 26 - of 53



# Slide notes

If the information you entered is correct, your new temporary Password will be sent via E-mail.

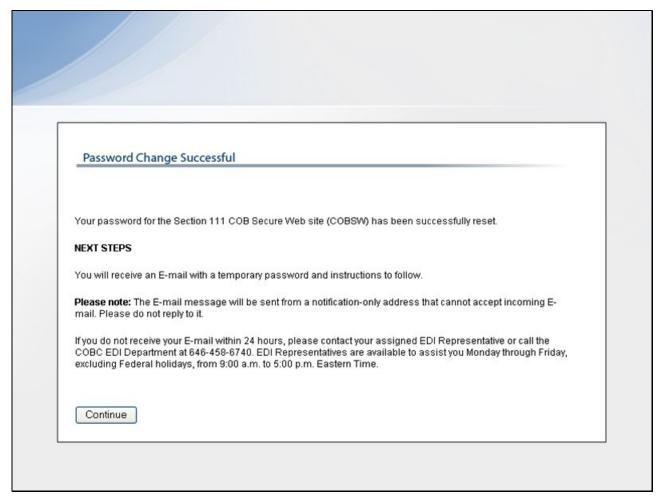
# Slide 27 - of 53



#### Slide notes

If you receive an error indicating that the answers are incorrect, check your answers and re-enter the corrected values. If you cannot remember the answers to your Security Questions, contact your assigned EDI Representative.

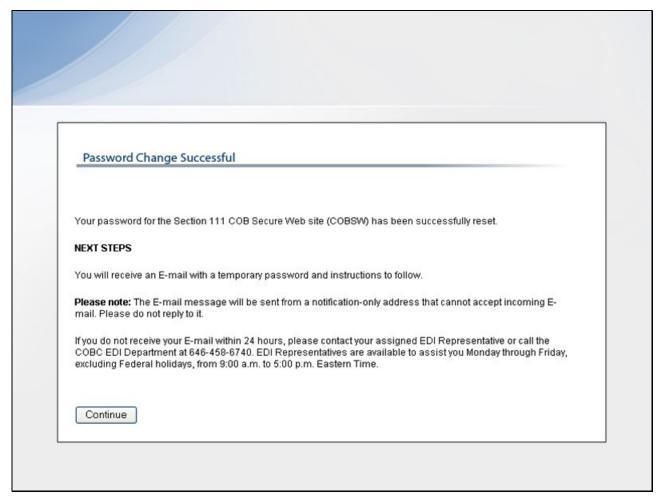
# Slide 28 - of 53



#### Slide notes

The Password Change Successful page displays, indicating that the system has generated a temporary Password and has sent it to your registered E-mail address.

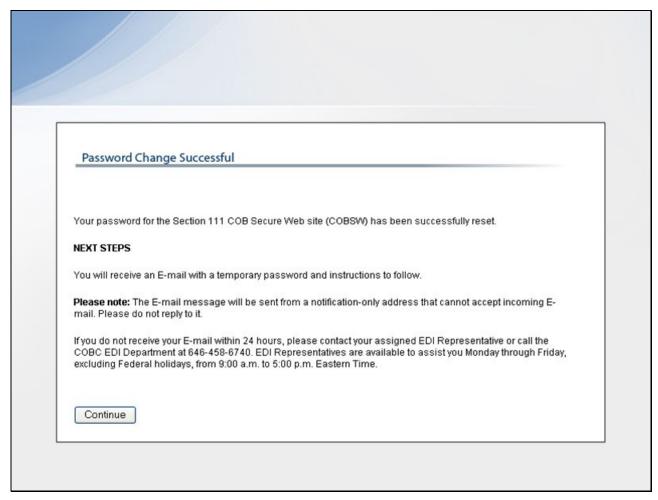
# Slide 29 - of 53



#### Slide notes

Click Continue at the bottom of the page to return to the Login Warning page.

# Slide 30 - of 53



#### Slide notes

You must change your temporary Password the next time you login to the Section 111 COBSW. You will learn more about how to change your Password later in this course.

#### Slide 31 - of 53

# **RRE Listing Page**

- Functions as the main processing screen
  - Home link returns to the RRE Listing page
  - Logoff returns to the Login Warning page
- Lists associated RRE IDs
  - RRE ID
  - Company name
  - RRE status
  - Submission period
  - Reporting Option (for GHP RREs)
  - Actions

#### Slide notes

The RRE Listing page is the first page displayed after a successful login. This page functions as the main processing screen or Home page.

From this page, a valid Section 111 User can initiate any of the Section 111 COBSW processes, manage personal information, change their Password and logoff the Section 111 COBSW.

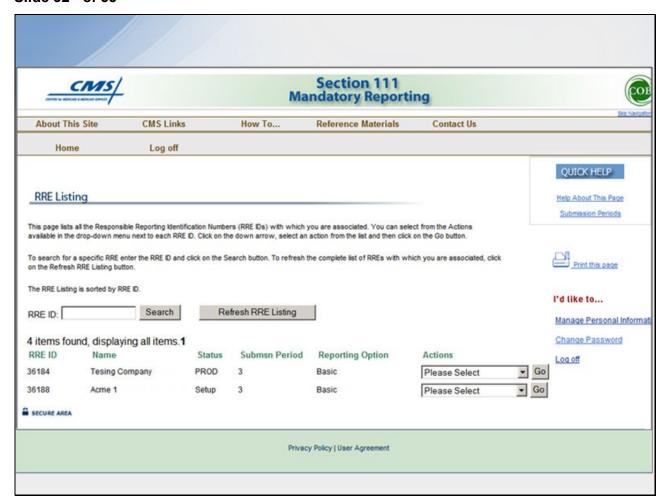
The RRE Listing page lists all the RRE IDs to which you are associated. For each assigned RRE ID, the following information is displayed:

RRE ID (Responsible Reporting Entity Identification Number); Company Name associated with the RRE ID; Status of the RRE – Setup, Ready to Test, or Production;

Submission period - 1-12 for file submissions, 0 for Direct Data Entry (DDE); Reporting Option – Basic or Expanded for Group Health Plan (GHP) RREs;

Actions – dropdown box of available Actions. Actions displayed depend on your user role for the RRE ID (Account Manager or Account Designee).

# Slide 32 - of 53



#### Slide notes

The RRE Listing page is displayed.

#### Slide 33 - of 53

# **Account Manager Actions**

- · Actions dropdown menu
  - Beneficiary Lookup
  - RRE Information
  - File Processing Results
  - Upload File
  - Test File Results
  - Designee Maintenance
  - View Account Activity
  - Register for DDE
  - New Claim
  - Claim Listing

#### Slide notes

When the RRE's Account Manager accesses the RRE Listing page, they can select one of the following options from the Actions dropdown menu for each RRE ID listed on this page:

Beneficiary Lookup - Search for specific beneficiaries (for all RREs except DDE users);

RRE Information - View or update information for the associated RRE; File Processing Results - Monitor production file submission processing and history and download response files using the HTTPS method;

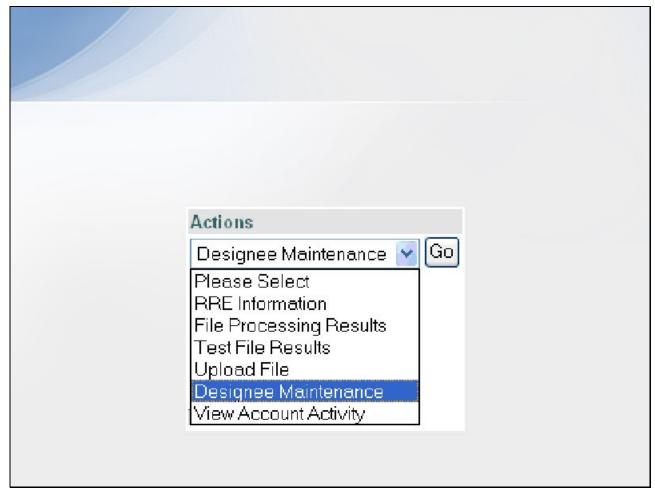
Upload File - Upload GHP or Non-Group Health Plan (NGHP) test and production files using the HTTPS method; Test File Results - View results of test file submissions (for RREs set up with file transmission only);

Designee Maintenance - View, delete, edit, or add an Account Designee; View Account Activity - View account activity detail;

Register for DDE - Change claim submission method to DDE (for NGHP RREs currently set up with file transmission methods only):

New Claim - Enter a new claim using DDE (DDE method only); Claim Listing - View, edit or delete a DDE claim (DDE method only).

# Slide 34 - of 53



# Slide notes

To access a function, the Account Manager will select an Action and click on Go.

#### Slide 35 - of 53

# **Account Designee Actions**

- Actions dropdown menu
  - Beneficiary Lookup
  - File Processing Results
  - Upload File
  - Test File Results
  - View Account Activity
  - Register for DDE
  - New Claim
  - Claim Listing

#### Slide notes

When any of the RRE's Account Designees accesses the RRE Listing page, they can select one of the following options from the Actions dropdown menu for each RRE ID listed on this page:

Beneficiary Lookup - Search for specific beneficiaries (for all RREs except DDE users);

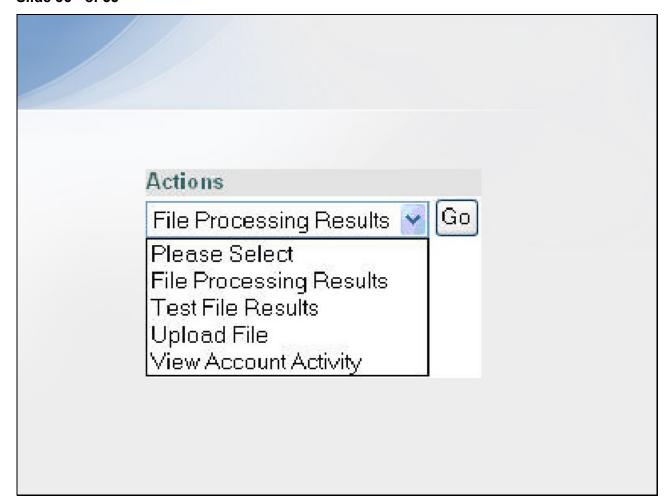
File Processing Results - Monitor production file submission processing and history and download response files using the HTTPS method;

Upload File - Upload GHP or NGHP test and production files using the HTTPS method; Test File Results - View results of test file submissions (for RREs set up with file transmission only);

View Account Activity - View account activity detail; Register for DDE - Change claim submission method to DDE (for NGHP RREs currently set up with file transmission methods only);

New Claim - Enter a new claim using DDE (DDE method only); Claim Listing - View, edit or delete a DDE claim (DDE method only).

# Slide 36 - of 53



# Slide notes

To access a function, the Account Designee will select an Action and click on Go.

#### Slide 37 - of 53

# Change Password

- Passwords for the Section 111 COBSW must be changed every 60 days
- Must login to application to change Password
- The COBC recommends that you change your Password once per month
- Note: If user changes Password in a COBSW application, it is changed in all COBSW applications

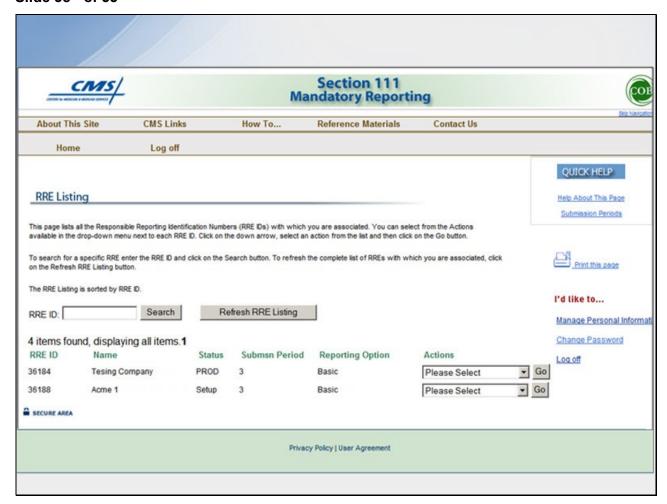
# Slide notes

Passwords for the Section 111 COBSW must be changed every 60 days. You must login to the Section 111 application on the COBSW in order to change your Password.

The Coordination of Benefits Contractor (COBC) recommends that you login to the Section 111 COBSW and perform the Change Password function once a month to avoid Password expiration.

Note: If a user changes their password in a COBSW application, it will be changed in all COBSW applications.

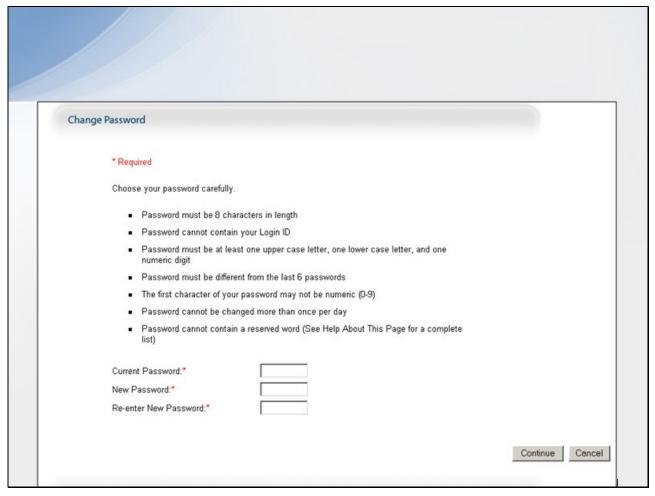
# Slide 38 - of 53



#### Slide notes

On the RRE Listing page, click the Change Password link in the Account Settings box on the right side of the page.

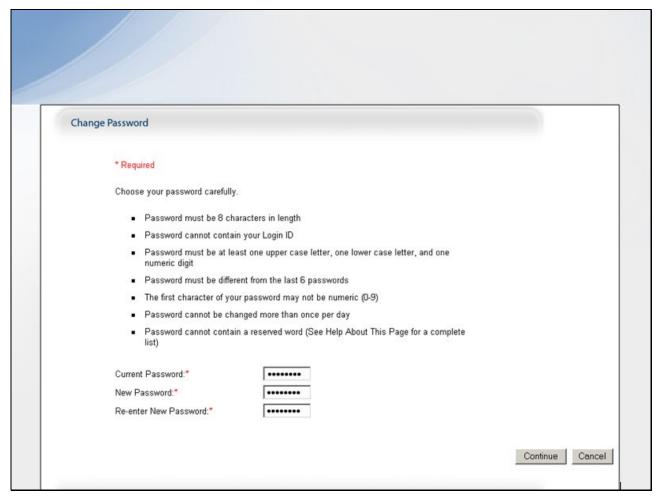
# Slide 39 - of 53



#### Slide notes

This displays the Change Password page.

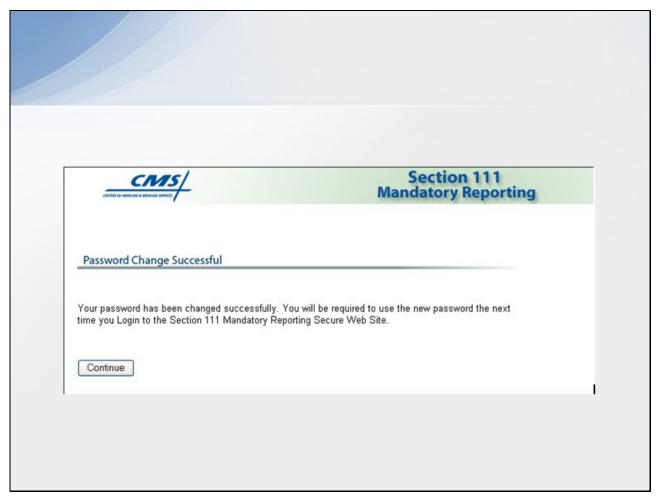
# Slide 40 - of 53



#### Slide notes

Enter your current Password. Enter and re-enter a new Password that meets the requirements specified in the Section 111 COBSW User Guide and then click Continue.

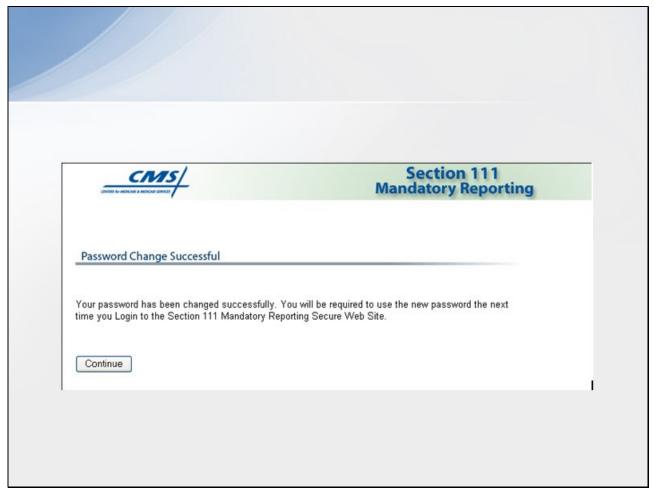
# Slide 41 - of 53



# Slide notes

The Password Change Successful page displays.

# Slide 42 - of 53



#### Slide notes

Click Continue to go to the RRE Listing page.

# Slide 43 - of 53

# **Update Personal Information**

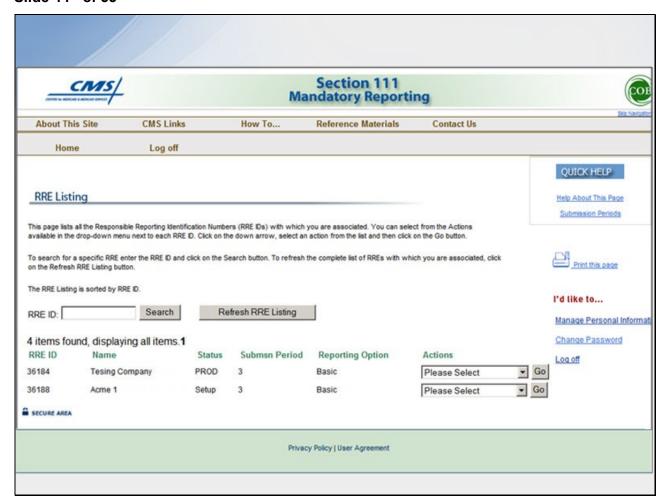
- Personal information recorded during registration
  - Name
  - Job Title
  - E-mail Address
  - Company Address
  - Company Phone Number
  - Company Fax Number
- · May be updated/changed

#### Slide notes

Your personal information is recorded during your initial registration process. This includes your name, job title, E-mail address, company address, company phone number, and company fax number.

However, this information may be updated and changed, if necessary.

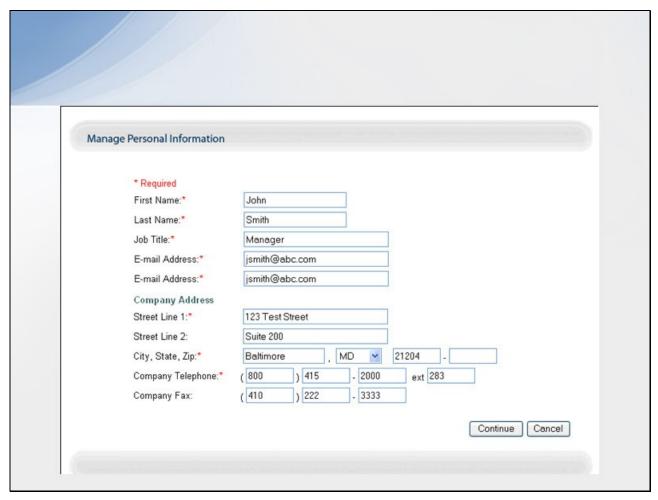
# Slide 44 - of 53



#### Slide notes

On the RRE Listing page, click the Manage Personal Information link in the Account Settings box on the right side of the page.

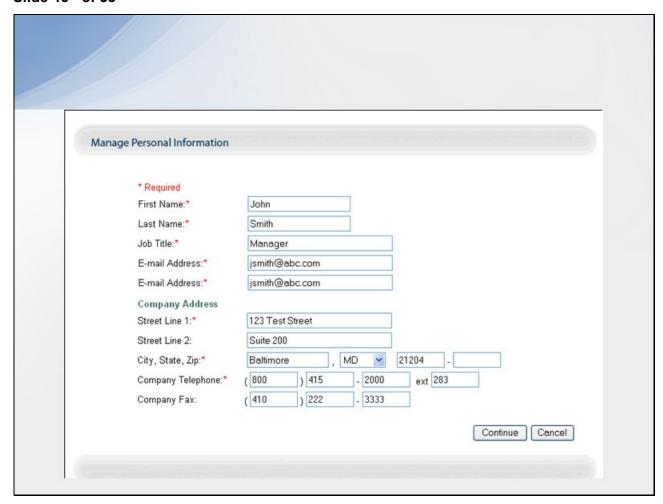
# Slide 45 - of 53



#### Slide notes

This displays the Manage Personal Information page.

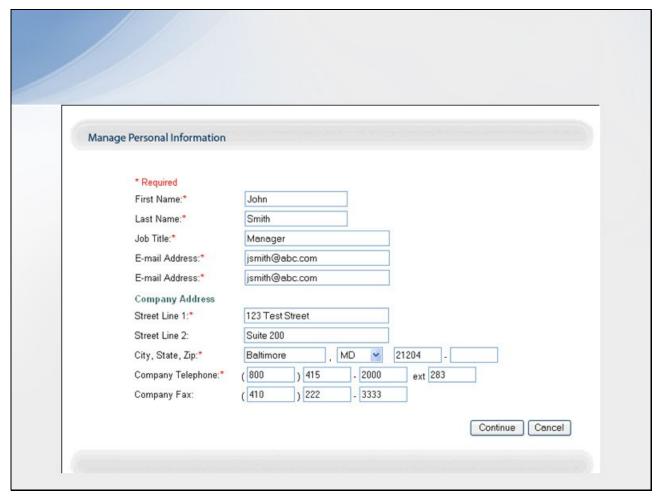
# Slide 46 - of 53



#### Slide notes

Your current personal information is displayed on this page.

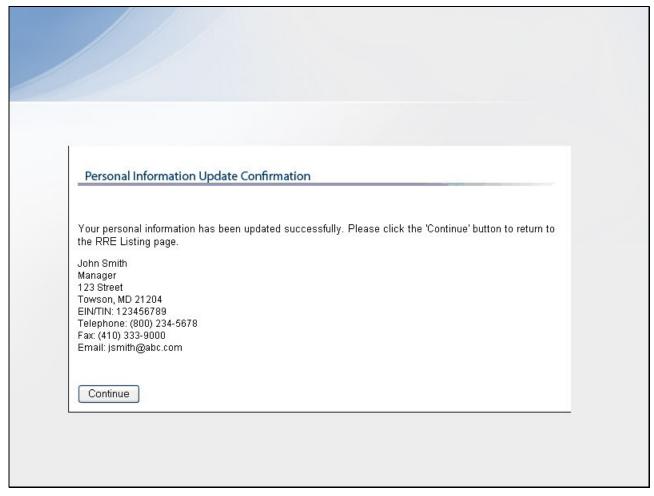
# Slide 47 - of 53



#### Slide notes

After making any necessary changes, click the Continue button at the bottom of the page.

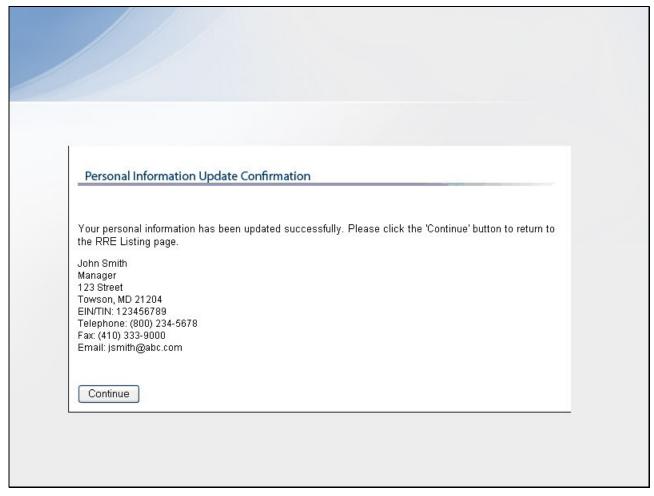
# Slide 48 - of 53



# Slide notes

This displays the Personal Information Update Confirmation page which lists all of your personal information, including modifications.

# Slide 49 - of 53



#### Slide notes

Click the Continue button to return to the RRE Listing page. The system then generates and sends you an E-mail, indicating that your personal information has been changed.

# Slide 50 - of 53

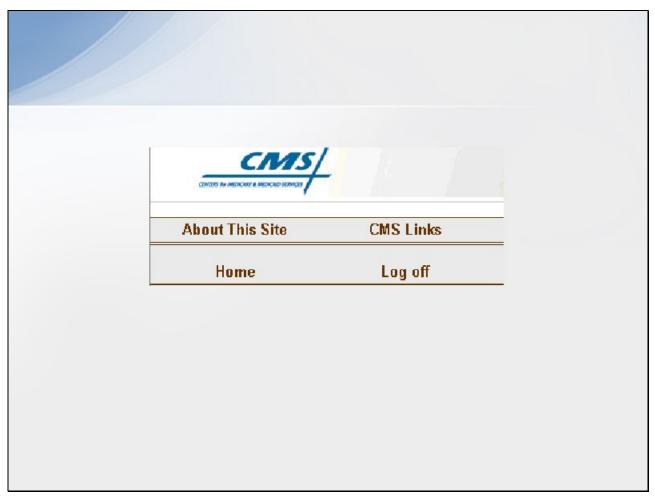
# Log Off

• Click the Log off link

# Slide notes

When you have finished using the Section 111 COBSW, click on the Log off link at the top of any page.

# Slide 51 - of 53



# Slide notes

From any page, click the Log off link at the top of the screen.

#### Slide 52 - of 53



#### Slide notes

The system will then end your session and return you to the Section 111 COBSW Login Warning page. Once the Login Warning page displays, you should close your browser.

# Slide 53 - of 53





You have completed the Section 111 COBSW Basic Functions course. Information in this presentation can be referenced by using the Section 111 COBSW User Guide's table of contents which can be accessed after logging in to the Section 111 COBSW.

Slide notes